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2024 Kyndryl Readiness Report

The Kyndryl Readiness Report combines the perspectives of 3,200 business and technology leaders in 18 countries and 25 industries with insights from Kyndryl Bridge, the company's AI-driven digital business platform.

An Emerging Paradox

WHILE

90%
of leaders are confident their IT infrastructure is best-in-class...

ONLY

39%
of those leaders say their IT infrastructure is ready to manage future risks.

Key findings from the report

1

Leaders don't feel ready for risk and are struggling with diverse disruptions, the pace of change and talent gaps.

→ Only 29% of business leaders express readiness across multiple external risks.

→ Cyberattacks are the #1 risk, followed by policy and environmental disruption.

→ 3 in 5 leaders say they struggle to keep up with advancements in technology.

2

Leaders are confident in their current technology, yet end-of-life technology remains a challenge.

→ 90% of business leaders believe their IT infrastructure is best-in-class.

→ Only 39% of business leaders, however, say their IT is ready to manage future risks.

→ 44% of servers, networks and systems are nearing end-of-life status.

3

Although IT modernization is a top priority for business leaders, most are still in early stages of the modernization journey.

→ Executives say the #1 way to mitigate business risks is to upgrade IT.

→ 94% executives include technology modernization among their highest priorities.

→ Today, only 8% of IT incidents are resolved through automation.

4

Tech modernization is hindered by complexity and prioritization paralysis.

→ Complexity is the #1 blocker to IT modernization, which leads to prioritization paralysis.

→ 90% of business leaders say they prioritize sustainability in their IT modernization.

→ 27% of business leaders report seeing sustainability-based outcomes from IT modernization.

5

Despite significant investments in AI to drive modernization, leaders struggle to see positive ROI.

→ The #1 skills challenge to stay ahead is AI and machine learning.

→ 86% of leaders consider their AI implementation to be best-in-class.

→ 42% of businesses are achieving positive ROI on AI investments.

6

Leaders in IT modernization report better business-tech alignment, higher ROI and greater readiness for the future.

→ 85% of leaders report increased operational efficiency and productivity.

→ 71% of leaders achieved greater innovation.

→ 60% of leader improved employee or customer experience.

4 keys to shift your readiness mindset

→ Being people-ready is just as important as being technology-ready. IT is everyone's business.

→ Weigh the fantastic against the familiar and embrace their interdependence.

→ Operate, accelerate and iterate. Agility is the hallmark of modern technology leadership.

→ Reframe the conversation about technology debt. Observability is an important ally.

Why Kyndryl?

Staying ahead in today's fast-paced, digital era requires strategic innovation and data-driven, informed decision-making. Let's work together to navigate the complexities of IT modernization and achieve your transformation goals.

Kyndryl expertise

Our experts bring deep experience in IT modernization, helping to establish and execute successful implementations.

Customized solutions

We work side by side with businesses to co-create and develop a tailored transformation roadmap with solutions designed to address specific challenges and needs.

Ongoing maintenance and support

With continued maintenance, support and guidance, we can support IT modernization journeys every step of the way.

Ready to take your IT modernization journey to new heights?

Schedule a no-cost consultation with a Kyndryl expert, visit:
www.kyndryl.com/us/en/consulting/engage

Scan the QR code to view or download the full version of the report.

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